



The Hush Collection

# COVID Playbook

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BURGER SOCIAL

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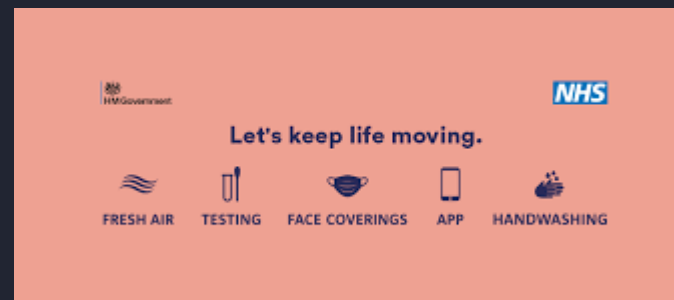
# Introduction

As we continue with the Government's COVID-19 Roadmap, we remain committed to making sure we do our utmost to keep our valuable people and guests safe at all times.

With this in mind, this playbook has been updated as a guide to working practices for our group of restaurants.

We don't have perfect answers, but we are guided by our Core Values and a commitment to "do the right thing"

It is important that the guidance within this Playbook is followed, regardless of COVID status e.g. having received the vaccine, been tested positive for COVID-19 in the past or recently been tested negative.



# Our Core Values

**WE INNOVATE, WE IMPRESS!**  
**WE SWEAT THE DETAIL**  
Look forward  
Do fewer things, brilliantly!



**WE SMILE, WE HAVE FUN, WE LOVE**  
**A GREAT SENSE OF HUMOUR!**  
Be light of spirit  
Respect work life balance



**WE CARE, WE SEE YOU, WE'VE GOT**  
**YOUR BACK**  
Support one another  
Know our people  
Listen and relate



**WE'RE CONFIDENT, WE'RE**  
**EMPOWERED, WE DO THE RIGHT**  
**THING!**  
Be spontaneous  
Trust your judgement  
Make good things happen

# Hygiene \ Cleaning

## Mandate super hygiene practices across the board

- Handwashing should take place on arrival to the restaurant. We should then ensure all team members are washing their hands at frequent intervals; a minimum of every 30 minutes with soap and hot water and for at least 20 seconds.
- Signage should be available to reiterate the importance of thorough, frequent handwashing.
- Hand sanitiser should remain available at all entrances and exits, it should be checked regularly and topped up when needed.
- Frequent sanitising of all shared surfaces \ touch points including; door handles and tills at least every 30 minutes. All condiments to be sanitised after every table visit.
- We will continue with our enhanced cleaning practices.
- Surfaces and objects should be cleaned between each customer use, for example; tables, card machines, chairs, high chairs and use single use menus.
- Guests remain very sensitive to hygiene and anything that looks messy will translate to unclean in their minds. So everyone's uniforms, hair, nails, any surface guests can see, all need to be tidy and spotless..... Now more than ever!
- Physical contact should be discouraged - remember there will still be people who do not feel comfortable with any form of physical contact.



# Health

- Before every shift, all staff must continue to complete the COVID Health Survey via the Fourth app.
- Avoid public transport if at all possible, cycle or walk to work, For those needing to use transport, remind them to wear Masks (unless exempt) as this remains mandatory on all public transport. Hands should be sanitised after any journey.
- Most importantly, if a team member shows any signs of the virus (cough, fever, loss/change of taste) THEY SHOULD NOT COME TO WORK and obtain a PCR test immediately and self isolate until the result is received.
- If a team member receives a positive test result or lives with someone who does, you must notify your Manager who will contact Sarah Hodgson, People Partner. We will then ensure appropriate measures are taken, without disclosing the identify of the team member who has tested positive.
- All sites have completed a COVID-19 SECURE risk assessment and this is regularly reviewed.
- Ventilation reduces the risk of aerosol transmission in enclosed spaces so we will continue to encourage restaurants to encourage natural ventilation by keeping doors and windows open as much as possible; washrooms, offices and other areas. Ensure the fresh air systems are working effectively within your restaurants. Identify any areas of concern and take action to reduce any risk.



# Guests

## Making guests feel safe...

- QR codes will be maintained at the restaurant entrance for guests who may wish to check in using the NHS test and trace, paper forms will also continue for guests that wish to fill them in.
- We ask that any guest visiting our restaurants, refrains from doing so if they are experiencing any symptoms related to COVID-19.
- Guests should be encouraged to make use of the hand sanitiser stations that are available throughout the entrances and washroom areas.
- Cashless – We will continue to operate cashless as much as possible. All PDQ machines are contactless and ApplePay ready to reduce the need for cash transactions.



# Making guests feel safe – event bookings

- For event bookings we will be working with the lead booker to ensure compliance with our safety measures.
- For large parties, the leader booker will be required to ensure that all guests prior to attending take a lateral flow test or, have a COVID pass. Anyone with a positive lateral flow test will be asked to refrain from joining.
- For large parties we will be asking all guests to have their temperatures taken upon arrival. Anyone with a temperature of 37.5c or above will be asked to refrain from joining us.
- Hand sanitiser will be readily available during your event and guests are encouraged to sanitise their hands on a regular basis.
- Face coverings will be encouraged amongst the front of house staff serving you during your event.
- There will be adequate ventilation during your event, especially in enclosed spaces, this could include keeping doors and windows open as much as possible.



# Teams

- If you live in the same household as someone with COVID-19, or are identified as a close contact of someone with COVID-19 you are required to self isolate for 10 days, unless one of the following applies, please contact Sarah Hodgson for full guidance:
  - you're fully vaccinated
  - you're below the age of 18 years 6 months
  - you've taken part in or are currently part of an approved COVID-19 vaccine trial
  - you're not able to get vaccinated for medical reasons
- If you have tested positive for COVID-19 you can be released from self-isolation after 5 full days, rather than 10, providing you test negative, via a lateral flow test, on day 5 and day 6 and do not have a temperature. This applies to everyone regardless of their vaccination status. The day six test result must be confirmed to Sarah Hodgson, before you can return to work.
- International travel is permitted however, on return to the UK the team member must take a pre-booked test, this can either be a lateral flow or PCR. If they are fully vaccinated they do not need to quarantine while awaiting their result, however if they receive a positive result they will need to self-isolate immediately.
- Encourage staff to make use of the [twice-weekly rapid testing kits](#) easily available (more information on how to obtain kits can be found on Engage). In any restaurants who has a team member test positive for COVID-19 should strongly encourage all staff to take a lateral flow test before starting their shift. Adequate supplies of lateral flow test kits should always be available within the restaurant. If the team member tests positive for COVID-19 after taking a LFD test they do not need to take a PCR test, but will need to follow the current self-isolation guidelines. The positive LFD test should be reported on GOV.uk, after reporting the team member will be contacted by NHS Test and Trace so that their contacts can be traced.





# Teams Cntd.

- Staff are encouraged to maintain social distancing in kitchens, bars and offices. If space is limited, for example; changing rooms retain measures to ensure reduced occupancy numbers in the area and display appropriate signage to ensure compliance.
- All touch points and shared surfaces are to be sanitised frequently and after each use.
- Use safe outside areas for breaks and ensure social distancing is maintained.
- Face coverings are encouraged amongst all staff whilst inside the premises where mitigating circumstances can't be taken.
- All staff must wash their hands when arriving for work, on return from breaks and frequently throughout their shift.
- Ensure frequent washing of uniform and where possible, for staff to change once at work.
- Adjust process if needed to prevent team members from congregating at points of service.
- Minimise contact between kitchen workers and floor team members where possible.



# Takeaway/Delivery/Click+Collect

- For people visiting for take away and delivery it is important restrictions are followed and rigorous hygiene practices are in place. For further hygiene information please see separate page.
- It is more important than ever to demonstrate to guests that we care about them and their safety at all times so please pay attention when packaging delivery bags to ensure we focus on professional presentation at all times.
- Contactless delivery or pick-up is available for Deliveroo, Slerp & City Pantry and any click+collect/takeaway purchases are also contactless and cashless.



# Communication

- It is important that not only do we remain COVID-19 SECURE, but our guests know this.
- All websites display our playbook and the COVID-19 SECURE NOTICE outlining the actions we have taken and provide a link to this document.
- The checklist statement should still be at every restaurant entrance.
- If you are contacted by the government's Test and Trace system, you must follow guidance and self-isolate for the specified days. Team members can request our payment policy relating to self-isolation from their Manager
- Above all, listen very carefully to the mood of the guests and team members and act with compassion and understanding.
- The communication cascade for reporting any incidents relating to COVID-19 is;
  1. Notify your COVID Health and Safety Rep. (Francesco/Adnan)
  2. Francesco/Adnan to report directly to the Single Point of Contact (SPOC); Sarah in the People Team who leads on contacting local Public Health terms
  3. SPOC to communicate a plan of action



# COVID-19 Secure in Summer 2021

We confirm we have complied with the government's latest guidance on managing the on-going risk of COVID-19 and will continue to do so as further guidance is issued.

HM Government

NHS

Let's keep life moving.

FRESH AIR   TESTING   FACE COVERINGS   APP   HANDWASHING

